

Falls, Laura Child Minding

Type of inspection: Unannounced
Inspection completed on: 3 May 2017

Service provided by:
Falls, Laura

Service provider number:
SP2013984567

Care service number:
CS2013315396

The service

Introduction

The Care Inspectorate is committed to improving the health and well being of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policies, practice, strategy and legislation that affect children, young people and their families.

The childminder provides a childminding service from her family home in Girvan, South Ayrshire. The minded children have access to the kitchen, dining area, living room and upstairs bathroom.. The service is close to schools, nursery's and other local amenities. The childminder keeps chicken in her outdoor area so the children access the local parks for outdoor play and energetic activities.

The childminder has been registered with the Care Inspectorate since May 2013.

The conditions of registration state:

'The childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 3 are not yet attending primary school and of whom no more than 1 is under 12 months.

Numbers are inclusive of the childminder's family.

Minded children cannot be cared for by persons other than those named on the certificate.
Overnight service will not be provided.

The back garden should not be used for childminding.'

The childminder told us she adheres to the conditions of her registration.

What we did during our inspection

We wrote this report following an announced inspection on 18 April 2017. We gave feedback to the childminder at the end of the inspection.

As requested by us the service sent us a completed annual return. The service also sent us a self assessment form.

As requested by us the service issued questionnaires to parents to be returned to us. We spoke with one parent by phone.

In addition to the information provided by parents we gathered information on the service from a range of other sources. These included:

- discussion with the childminder
- chatting with the minded children
- observations of children during the inspection visit
- observations of the childminder and their interactions with the children in their care.
- the paperwork on individual children
- observation of the environment
- accident and incident records
- medication records
- the range of policies and procedures kept by the childminder
- the childminder told us she does not take photographs of the children and does not use social media
- toys and resources available
- aims and objectives of the service
- training records
- insurance certificate
- information on the noticeboard in the childminders hallway.

Views of people using the service

During the inspection visits we saw the childminder working with five children. The children were happy and clearly had good relationship with the childminder.

Parents who we spoke to told us they agreed that they were happy with the quality of care received by their child while in the service

Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

The childminder had not submitted a self assessment of her service in advance of the inspection. We spoke to the childminder about her plans for assessing and developing the service and include these in the report

What the service did well

The childminder provided a warm and homely environment for the minded children. She forms good relationships with parents and children. She told us that she used the parks in the local environment to give the minded children opportunities for active outdoor play.

What the service could do better

During the inspection we discussed areas of the service which could be improved. These included:

- update of all information held and review with children and their parents at least once in every six months. Children's health safety and welfare needs to be considered
- consider the outcomes for all minded children, particularly during nursery and school car trips
- encourage routines for all children.
- increase the choice of activities for all children
- ensure a register of attendance is kept
- attend training, particularly with regards to first aid and safeguarding children.
- consider how to assess and evaluate improvements to the service
- review infection control procedures to ensure children's hand washing procedures reflect best practice.
- undertake an animal risk assessment
- update , review and share the parent handbook.

The childminder agreed that she would look into the best practice guidance on each of these and make the necessary changes.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

From the evidence gathered during the inspection we found that he service was performing to an adequate standard in this area.

We concluded this following discussion with the childminder and looking at supporting policies and individual records.

The childminder had established effective working relationships with the families who used her service. She had done this mostly through day-to-day exchanges supported by text messaging when required. Parents we spoke to told us they felt well-informed about the service. However, there was limited evidence of consultation and involving the children and their families in the development of this service. The childminder indicated her intention to use questionnaires as she had done previously to gauge customer satisfaction with her service.

The childminder had recorded mandatory and some additional information for the care of the minded children and she was aware of the need to compile written personal plans for each child in her care. At her previous inspections, we had recommended that the childminder contact the local childminder support group for help in developing personal plans for each of the minded children. She had not reviewed the children's plans in consultation with their families, within the required timescales. (see requirement 1 for this quality statement)

The childminder should keep a clear written register of children attending her service, this should reflect starting and finishing times.

The childminder does not use her garden for childminding, however the children access the house through the front yard. The childminder should consider the risk to children from contact with chickens and dogs, this should be written and reviewed regularly. (see recommendation 1)

The childminder described how her routines followed the care needs of the children and their own personal routines. Her day-to-day routines involved nursery and school trips. The childminder told us about trips to local historical sites and parks.

The childminder had a child protection policy and was familiar with her role in safeguarding children. She had also discussed with the children road safety and stranger danger to increase their awareness of being safe. One child we spoke to told us they 'preferred walking to school'. The childminder told us that they sometimes walk, but mainly take the car.

The childminder advised that she cared for generally well-behaved children. She had established some basic house rules and encouraged the children to share, take turns and respect each other. She had also encouraged them to respect her home and show good manners.

We found that choices available to the children during this inspection were somewhat limited. We feel that the childminder should consider having a wider selection of play materials for all ages attending.

Requirements

Number of requirements: 1

1. The childminder must provide a full list of all minded children using her service. And the childminder must record how the childminder plans to meet the health, welfare and safety needs of each minded child and should form the basis of a personal plan for each child. This should be in place within 28 days of a child starting the service and reviewed at least once every six months.

The requirements of the Public Services Reform (Scotland) Act 2010, and The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 and The Social Care and Social Work

Improvement Scotland (Applications and Registration) Regulations 2011 Record keeping & SSI 2011/210 Regulation 4(1)(a) and Regulation 5 - to make proper provision for the health, welfare and safety of children by making and reviewing personal plans in respect of all children who use the service.

Recommendations

Number of recommendations: 1

1. The childminder should consider the risk to children from coming in to contact with chickens and dogs whilst they access the house. This should be written and reviewed regularly in line with best practice and updated guidelines from RoSPA.

National Care Standards for early education and childcare up to the age of 16: standard 3: health and wellbeing.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area.

We concluded this after talking with the childminder and looking at supporting policies and records. We looked at the childminder's home and access area.

From our observations we saw that the childminder's house was clean and tidy. We saw that the house was safe for children. We requested that the childminder consider risk assessing the safety of the access route to the house, and ensure that the risk from animals is minimised where possible.

In the lounge, there was some space to play and comfortable furniture for rest and relaxation. In the dining room, there was a table for meals and craft activities. However this was covered with birthday celebration cards on both inspection visits, so the children were eating on the couch. The children had limited access to the kitchen, mainly when going outside via the exit door. No hazards were evident in these areas.

The childminder advised that since the previous inspection one minded child had had an accident, which had resulted in a hospital visit. We reminded the childminder that she should notify the Care Inspectorate of accidents resulting in hospital visits. When recording accidents these should be detailed and include exactly where the child is hurt and measures taken at the time and during review.

The children used the upstairs family bathroom for toileting and hand washing. The childminder should remember to encourage children to wash their hands before eating. Clean hand towels should be made available for the children. This is good practice to help prevent the spread of infection. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support the health of the children using the service the childminder should review the service infection prevention and control procedures. She should access training to support her achieve this.

National Care Standards; early education and childcare up to the ages of 16 years. Standard 2: A safe environment.

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area.

We concluded this after talking with the childminder and looking at supporting policies and records. We looked at the childminder's home, access area and activities on offer.

We also considered the feedback from parents who we spoke to following the inspection visits.

The childminder has been operating this service for four years.

The childminder had written policies for her service and these were shared with parents when they first started the service. We suggested that these should be updated and reviewed to reflect best practice local and national guidelines and then re-shared with parents.

We spoke to the childminder about relevant training which would support her practice. (see Recommendation 1) These were:

First Aid

This training would contribute to the health, safety and wellbeing of the minded children

Safeguarding

This training would give her an understanding of her responsibility to protect the minded children and to ensure their wellbeing.

The childminder told us she did not take photographs of the minded children. She also told us she did not use social media.

We would encourage the childminder to consider how she will involve parents and children in the development of the service and how she will ask them for their ideas and suggestions

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should access training in key topics relevant to childcare such as first aid, child protection, infection control and other topics relevant to the role of childminder such as GIRFEC.

National Care Standards for early education and childcare up to the age of 16: Standard 12: confidence in staff.

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The childminder must provide a full list of all minded children using her service. She must also record all mandatory information in respect of every minded child. These records should clearly show how the childminder plans to meet the health, welfare and safety needs of each minded child and should form the basis of a personal plan for each child.

- Thereafter personal plans must be reviewed at least once in every six month period or sooner if required.
- All plans in place for more than six months must be updated in consultation with children and their families as appropriate.

This is in order to comply with:

The requirements of the Public Services Reform (Scotland) Act 2010, and The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011 Record keeping & SSI 2011/210 Regulation 4(1)(a) and Regulation 5 - to make proper provision for the health, welfare and safety of children by making and reviewing personal plans in respect of all children who use the service.

Timescale - before 11 May 2016.

This requirement was made on 29 June 2016.

Action taken on previous requirement

No register. Some paperwork available, but not personal plan. This requirement has been carried forward in the quality theme for Care and Support.

Not met

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The childminder should follow the new regulations in relation to allergens to minimise any risk to the health, welfare and safety of minded children.

National Care Standards for early education and childcare up to the age of 16: Standard 3: Health and wellbeing.

This recommendation was made on 27 April 2016.

Action taken on previous recommendation

Recommendation met.

Recommendation 2

The childminder should promote health and wellbeing for all children in her care regardless of the duration of their placements. She should offer healthy options for snacks and offer all children outdoor activities ideally on a daily basis. We will discuss these matters further on 11 May 2016.

National Care Standards for early education and childcare up to the age of 16: Standard 3: Health and wellbeing.

This recommendation was made on 27 April 2016.

Action taken on previous recommendation

This was discussed at inspection visit. This has been met.

Recommendation 3

The childminder must have available the required records for permission to administer medication and a record of any doses administered. We have advised of best practice in relation to consents to administer medication and to review these at least every three months. The childminder should refer to Management of medication in daycare of children and childminding services' available in the Care Inspectorate website

www.careinspectorate.com and adhere to this guidance. We will examine required records on 11 May 2016.

National Care Standards for early education and childcare up to the age of 16:
Standard 3: Health and wellbeing.

This recommendation was made on 27 April 2016.

Action taken on previous recommendation

Now using SCMA sheets. Met

Recommendation 4

The childminder should test her smoke detectors weekly as advised in the fire safety guidance for childminding in domestic premises and keep a record of these to minimise the possibility of harm to children. These records will be examined on 11 May 2016.

National Care Standards for early education and childcare up to the age of 16: Standard 2: A safe environment.

This recommendation was made on 27 April 2016.

Action taken on previous recommendation

Met

Recommendation 5

The childminder should adhere to exclusion periods in respect of her own as well as minded children as recommended in Appendix 3 'Infection Prevention and Control in Childcare Settings' (September 2015).

National Care Standards for early education and childcare up to the age of 16: Standard 2: A safe environment & Standard 3: Health and wellbeing.

This recommendation was made on 27 April 2016.

Action taken on previous recommendation

Discussed and aware of exclusion periods.

Recommendation 6

The childminder should access training in key topics relevant to childcare such as first aid, child protection, infection control and other topics relevant to the role of childminder such as GIRFEC.

National Care Standards for early education and childcare up to the age of 16: Standard 12: confidence in staff.

This recommendation was made on 27 April 2016.

Action taken on previous recommendation

Not met. See recommendations in report.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
27 Apr 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
20 May 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
2 Dec 2014	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
5 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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